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April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer
Protection Act of 1991

To Whom It May Concern,

My name is Cheryl Ahrens. I work at Teleperformance, U.S.A. in Pocatello, Idaho. I am a T.S.R. and I like my job. The products and services we sell can really benefit people and save them lots of money. If I am not able to do my job, I will have a very hard time finding another job that will pay as much and have the flexibility I need. I am the sole support of my family of five. Teleperformance USA provides many, many jobs for my community. If all these jobs were lost there would be many more people on welfare and unemployment. I very much oppose having a

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National DNC list and restrictions on Predictive dialers. I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank You For your full consideration on this Topic.

Sincerely,

Cheryl Fern Ahrens
Cheryl Fern Ahrens
1746 Falcon Circle N.
Pocatello, ID 83204

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Commission Secretary
Office of the Secretary
Federal Communications Commissions
445 12th St SW
Washington D.C. 20554

Ryan C Taylor
151 W 3rd St
Pocatello, ID 83201
208-235-1157

Ref: CG Pocket no 02-278
Rules & Regulations Implementing the Telephone
Consumer Protection Act of 1991.

To whom it may concern,

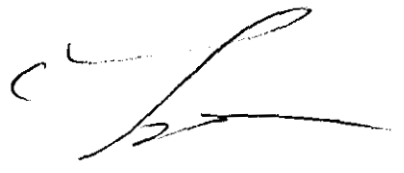
I have been employed by Teleperformance USA for 14 yrs. My job here is helping me save money for school so I can further my career. Without this job I would lose everything. I am 24 yrs old and getting a good start in life. I am enjoying my job and the people I work with. This is a great job and I am working hard everyday. If I don't have a job, I will have to file for Bankruptcy and end up with nothing. I am a supervisor and I am making sure the TSR are following everything by law. DNC, Refusals, and other laws and regulations. Please don't close us down this would devastate over 200+ employees who are trying to make a living. I work at the center in Pocatello, ID and been living in this city for 4 yrs. If I lose this job

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I will not be able to go to college, move and lose my friends and co-workers. The programs we sell are great programs who help people save money in this day and age, people are always trying to save money, please don't make me lose my job that I like and the life I am starting and my friends and co-workers.

By 

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(1)

April 28, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St SW
Washington D.C. 20554

RE: CG Docket NO 20-278
Rules & Regulations Implementing the Telephone Consumer
Protection Act of 1991.

I am a TSP for Teleperformance U.S.A in Pocatello Idaho. I
have been employed with them for 2 years. If I didn't have
my job I would not be able to feed my family, pay
my mortgage, give to my community. This job is a very good
paying job. Pocatello just lost several 100 jobs in the last two
years, and in this facility we have about 300 employees and
the loss of more jobs would be devastating. There are several
other call centers in our region employing thousands more.
My daughter works at another call center that takes
surveys and collects valuable information.

At Teleperformance we strive at top customer service and
offer valuable services to people over the phone. I believe
in the products & service we promote. We must follow
strict guidelines on DO NOT CALL procedures.

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(2)

I am writing to let you know that I oppose the National DNC list & restrictions on Predictive Dialers, but I support Teleperformance USA's & the American Telemarketing Assoc. proposed modifications of the FTC rules.

Please take in consideration that we do have an important part in the economy and in the business we provide for. A National DNC list would take a lot of business profits and affect thousands of jobs.

Thank you for your full consideration on this topic,

Dusie Wanner
906 E ELM
POCATELLO ID 83201

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April 28th, 2003

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20554

Ref: CG Docket No. 02-278
Rules & Regulations implementing the Telephone
Consumer Protection Act of 1991

I currently work for Teleperformance USA
in Pocatello, Idaho. I have been employed
here for almost 2 yrs. now. I am a TSK
who works on the sales floor.

I feel that the products & services
that we offer are very beneficial to our
customers. Granted that every customers
needs vary.

I feel that our jobs mainly deal
with having good customer service,
product knowledge, & phone skills.

I am also aware that some
telemarketers don't abide by this. But
can also state that TPCS-i does
make us follow very strict guidelines.

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I know that there are currently about 300 employees, employed here at TPUSA just at the Pocatello call center. The employees do range from 16 yrs to 65 yrs.

This job does allow those with disabilities and hard schedules the opportunity to still make a fair living on their own.

I am currently 5 months pregnant and also have a 2 1/2 yr. old son at home. This job gives me the opportunity to make money on my own with no assistants from the state or government. It also offers me & my family insurance, which most jobs don't offer with just a high school diploma.

If I was to currently lose my job it would make things very difficult for me & my family. I would no longer have the ability to do things on my own. 1st off I don't know anyone who would hire a woman 5 1/2 mths. pregnant. Not only that but I would lose my insurance benefits. (2)

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and beings how it would have no job or insurance, it would have to rely on the 'state or government to assist me. I would prefer to do this on my own, and not have to rely on someone else.

As, it have listed how this would effect me, there are many others who would be effected as well. and I can't list how badly this would effect them.

Not only would effect all of those people who work in the call centers, but it would effect everyone. It would effect our economy, & all of us who work in the call centers pay taxes. There are a majority of us who would have to also rely on unemployment until we could find us new jobs.

I oppose the National DNC list & restriction on Predictive Dialers. I also support Teleperformance USA's & the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration. (2)

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on this topic.

Shelley Hiatt
1730 West Quinlan Rd. #554
Pocatello, Id. 83202

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4/28/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

I work as a supervisor at the Pocatello, Idaho, TelePerformance U.S.A call center. My job is to make sure that my representatives making the calls are following the strict guidelines of our center as well as the FTC rules. I feel that our job is extremely crucial to the industry and that we also provide an excellent service to the community. We allow businesses to expand by offering their products to a variety of consumers who would not normally have it available to them. By helping businesses expand we allow them to hire more employees and lessen the unemployment in their area. Not only that but telemarketing companies employ thousands of people who would normally be collecting unemployment. In my area, Pocatello Idaho, we employ many I.S.U. students and work around their schedules to allow them to make money to pay for their lives and schooling. School is very expensive, and Teleperformance U.S.A is the best paying job in our area if you do not have a college education or if you are trying to get one. This whole situation hits home hard for me as well. I have a new baby, a new husband and we are working hard on establishing a life. My husband (23) goes to school full time and watches the baby to cut down on costs on his free time. I work for T.P.U.S.A as a full time supervisor and sole provider for my family. In the position I am in I have finally gotten the pay I need to be able to attend college next fall while still keeping my position. If this law passes and I lose my job it will not be a question as to whether or not I can afford college. I will be looking for a new town to move to, my husband will in turn have to quit school, and we would therefore have to start everything we've worked for over again. I am just one of the hundreds in this area that this will effect. I hope so much that

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you will take this letter into consideration. Thank
you for your full consideration on this topic

Anziefone
Rt. 6 Box 911
Pocahontas Id
83202

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April 28, 2003

Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CE Docket No 02-278

Rules & Regulations Implementing the Telephone Consumer
Protection Act of 1991

Hello my name is Heather Hendricks and I work in Acastello, Idaho at Teleperformance USA as a Telephone Service Representative. I have been employed with this Company for almost 4 years. I have enjoyed my time with Teleperformance and have enjoyed calling customers to offer them great products and services. Every program we have ever had has been beneficial to our customers that we call. If people do not want to be solicited then they have options as well besides taking our jobs, such as Answering their phone, following their name added to the DNC lists. Have they even stopped to think who takes all the Inbound calls... When they call to order flowers, if they call to process an application or need to speak with a customer service representative for a specific issue... those people are us!!

Other people need to really think about the jobs people will lose due to this new law. How many jobs are in this town that pay what we make. I will be starting school about

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Page 2

my wedding in May and how are we suppose
to support ourselves when you ~~are~~ trying to
take my job away. Let of course I can go find
another job but you from making \$9.85 an
hour to some minimum wage job.

Oppose the National DNC list and
restrictions on Predictive Dialers and that YOU
support Teleperformance USA's and the American
Telemarketing Association's proposed modifications to
the FTC rules.

Thank you for your full consideration
on this topic.

Heather Hendricks / HEATHER HENDRICKS
753 Birch
Pocatello, ID
83201

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April 28, 2003

Commissioner's Secretary
Office of the Secretary
Federal Communications Commission
445 10th Street, SW
Washington D.C. 20554

CG Docket 02-278

My name is Stephanie Hansen, I am the Receptionist for Teleperformance USA in Pocatello, Idaho. I have recently started here in my new position and I love it. I like coming to work and I like being around everyone I work with. I feel that all the employees here at Teleperformance are good, honest, hard-working people. The dedication and excitement people have is truly amazing. This corporation employs hundreds of people, all who are just trying to make a living and support themselves. I work full time to help pay bills and to save money so I can go back to school. The experience I have at Teleperformance is making many things possible for me. I will be able to use my experience here for my major in school. If I lost my job I would be in a very sticky position. I like everyone else here have bills to pay to be able to enjoy my life. I have to pay for my car, my insurance, food,

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rent, and other things. If I lost my job I would be forced to work in a job I more than likely would be as happy doing like I am happy at my job now. I am opposed to the National DNC list and the restrictions on Predictive Dialers. I enjoy my job and do not want to lose it nor do I want all the other friends I have working here to be out of jobs. I support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC Rules. Please reconsider the decisions regarding the telemarketing laws and realize all the people who would be truly hurt and trouble by the passing of these new laws.

Thanks for your full consideration,
Stephanie Hansen
195 N 685 W.
Blackfoot, Id
83221

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MAY 02 2003

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04/28/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
145 12th Street, SW
Washington D.C. 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

To whom it may concern:

My name is Jarrod Baxter and I am currently employed at Teleperformance U.S.A. Portland, ID. I have been a Telephone Sales Representative for TPUSA since December of 2002. I hired on with the company because I enjoy working with people and learning new ways and products to help consumers make their lives easier. My job as a TSR is selling various products over the telephone ranging from credit card acquisitions to consumer discount plans. I enjoy working for the company and products that we sell. I personally feel very confident in the products that we sell for other companies. These companies rely on hardworking people like myself to introduce their products, explain the products, and help the consumers understand how the product(s) will benefit them. Without telemarketing, companies abroad would greatly suffer by not being able to call consumers and selling their products. Myself and others rely on our jobs, not only to support ourselves and our families but to help support our local community's economy. Our community's economy has suffered and continues to suffer due to layoffs in surrounding companies. If the national "Do Not Call" list is implemented, many companies including Teleperformance would be forced to close and thousands even millions of people will be unemployed, affecting not only local economy/national economy, but most important people lives and family. I know

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from personal experience as what it's like to be "laid off" and unemployed, it is not ~~fant~~ my wife and I got married last year in June, six months later I was laid off from my employer at the present time it was like a horrible nightmare waking up and going to work to find out I have no job anymore. I was devastated and I went home to tell my wife I had lost my job that was the hardest thing I have ever had to tell my wife. I would never wish the emotional and physical pain on my worst enemy that I had to go through. Now on the subject of the "Do Not Call list". As mandated by federal law, anytime a telemarketer like myself calls a "person" or prospect, and they at any time state "not to call back" or similar verbiage, it is my duty to place that individual on a Do not call list as requested. Most people I talk to on a daily basis are nice and polite, I always conduct myself in a professional courteous manner, if the person states they are not interested at no time do I ever harass or ever "push" a sale on a customer. I believe the general public has this ~~mis~~ misconception that telemarketers are "scam artists" out to take advantage of people, this is simply not true. True, there are a few individuals in this line of work who are dishonest and unprofessional and make the rest of us look very "bad". Instead of going after telemarketers as a whole, go after these people on an individual basis. In our company, Telemarketing anyone who is dishonest or misleading is terminated. I think people need to put themselves in our situation, and then maybe they will realize that we are just like everyone

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also trying to make a living. Second, there are a lot of things people can do if they do not wish to be solicited. They can ~~say~~ simply hang up, or ask to be put on a D.N.C. list or have a block put on their telephone lines. These are all simple solutions with out having a detrimental impact on companies and the economy. The answer is not to ban telemarketing or implement a national "do not call" list. I strongly oppose this proposition and I urge the Federal Communications Commission to re-evaluate this proposal and look for better alternatives and solutions ~~th~~ to not only benefit the telemarketing industry but the consumer as well. I feel that a better solution will ~~mean~~ mean a better future for the telemarketer and the customer. Thank you for your time and consideration on this topic.

~~J. M. Baxter~~
JARRAO M. BAXTER

1505 Eastridge Dr. #16
Pocatello, ID 83201

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04-28-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref/CG Docket No. 02-278
~~Rules and Regulations Implementing~~
the telephone Consumer Protection Act
of 1991.

To whom it may concern:

I work for Teleperformance USA
in Pocatello Idaho, where I am a
telemarketer.

I am a single mother of 2, and
I count on my paycheck every 2 weeks.
~~I am a~~ I know these calls from telemarketers
can be annoying but it is our job
and I know a lot of people like my self
cannot do anything else. Without my
job here I have no way to support
my family.

I feel my job and the products
we have to offer are very beneficial
to the majority of people we call.
I also feel that the Do Not Call List
we have is a very good program and
we should not have to worry about
whether or not our jobs are in jeopardy

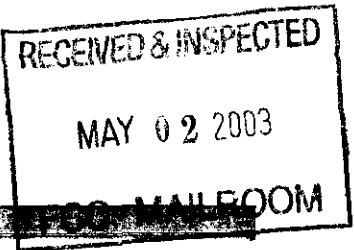
[Handwritten signature]

Melissa L. Kley
1002 Samuel St #94
Pocatello, ID 83204

Thank you for your full consideration

over a National Do Not call list. Don't
get me wrong I think it has some good
to it but I don't think it should be to
the extent of losing jobs.

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04/28/2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington D.C. 20544

Ref: CG Docket No.02-278
Rules and Regulations Implementing the Telephone Protection Act of 1991

Dear Secretary,

I work in Pocatello, Id. as one of the Assistant Branch Managers for Teleperformance USA.

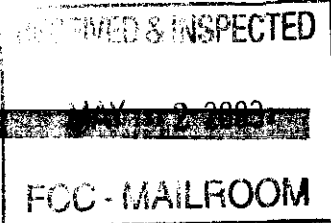
I have worked for the company for 4 and half years and enjoy my job immensely. By working here I have been able to attend the local college Idaho State University and continue my education. My employment allows for the flexibility of my school schedule and the money to pay for tuition, books and living expenses without additional help from the government. By working here it has also given me a direction into what profession I would like to enter upon completing my degree.

Since my employment here we have sold a variety of products and services to customers. All of which are beneficial to the customer. Our clients are a number of the top Fortune 500 companies and I have complete faith in all the services and clients.

Pocatello is a small community that is feeling the effects of the current recession. Our center currently employs over 300 employees. In our community that makes us one of the larger employers here. Most of the people working here are people who cannot make a living working elsewhere. They are students trying to pay for school, single mothers trying to support their families or people without a high school or only have a high school diploma. By working here it allows theses people to support their families and to give back to the economy by buying goods, paying taxes, etc., instead of having to rely on unemployment or other state or federal assistance.

If I were unable to continue my employment with my company I would have to rely on government assistance to continue my education or stop altogether. I also would not to be able to pay my current bills and would have to move to another community that has a larger job market.

I oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules. I fell that with the devices already available to screen



calls and a simple "no thanks" is all that is need to allow consumers the choice of the services they are interested in buying.

Thank you for your consideration on this topic

Michael Scott

A handwritten signature in cursive script that reads "Michael Scott".

150 North 11th
Pocatello, Id. 83201

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4-28-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St. SW
Washington D.C.

20554

CG DOCKET 02-278

My name is Steffany L. Nelson and I work in the city of Lewiston, state Idaho. I work for Teleperformance USA, and I am a ~~TSR~~ TSR. The way I feel about my job is that it is very important to me, I love the people I work with, and I do not want to ~~lose~~ lose my job. I need my job so that I can support myself and not need to depend on the government to live. Some of the products that I sell are too high for what you can receive in the materials, and also I have heard of people not getting the materials or getting charged the full price before the thirty days are over. But I help the customers understand the program before they enroll. I ~~enjoy~~ enjoy selling to these customers and giving them an opportunity to try something new. The importance of this job to me, and my family is that I can support myself and be able to live a good life and not have to worry about where my next paycheck will come from. As ~~for~~ for

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the community, I won't be ~~an~~ another un-employed person that has to depend on the government to live, because in my community they do not have many jobs for an under-age girl who lives on her own and must support herself. If I should lose my job I could lose everything that I own and that is important to me. And yes I do oppose the National DNC list and restrictions on Predictive Dialers, and I do support Teleperformance USA's and American Telemarketing Associations proposed modifications to the FTC rules. I am against losing my job, and all my fellow workers from ~~around~~ around the United States, because I haven't worked here at Teleperformance USA for as long as I ~~to~~ have to have my job pulled right out from under me.

Thankyou.

Steffany Nielson
3525 14th St. Apt. A
Lewiston, ID
83501